



Virginia Information Technologies Agency



Next Steps in the Technology Business Planning Process

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Role of the Technology Business Plan

- *What stays the same* — Individual agency business plans/associated IT plans will continue to define agency-specific IT projects and procurements.
- *What we need* — What are the longer-term, overarching business directions that IT needs to anticipate supporting going forward?



External Realities to Consider

- Financial outlook
- Continued population growth
- Aging population
- Aging of the state workforce
- Attractiveness of government careers to younger generations
- And others

The biggest questions are.....



How bad will it be? For how long?

"The low-hanging fruit is gone. Even the medium high-hanging fruit is gone. So the pain is going to be worse, even though the data may start looking better."

Scott Pattison, Executive Director
National Association of State Budget Officers

"When will we be back to normal? By the end of the decade. And even then it won't be the old normal."

John Thomasian, Director
Center for Best Practices
National Governors Association



Addressing Diverse Challenges

- This is not just about “weathering the storm.”
- Given so many “opportunities,” where should the focus be?
- Gartner recommends focusing on outcomes.



An Outcomes Strategies Focus

- Top-line growth: new customers/markets, more “wallet share”, innovative new products, merge/acquire/divest, improved time-to-market
- Operational excellence: consolidate/integrate; reduce transaction times/costs; increase productivity; reduce receivables
- Risk management: compliance, business continuity, transparency, accountability.

Source: *Practical Governance*
Gartner Executive Programs Report
November 2010



Outcome Strategies for Government

- Mission enhancement: goals, public services and outcomes most important to constituents
- Operational excellence: lower cost per transaction, delivering services quicker/more efficiently, ensuring most needy get the highest priority
- Risk management: business continuity, vendor management, regulatory compliance, public image, data security, misuse of public funds, etc.

Source: *Practical Governance*
Gartner Executive Programs Report
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Next Steps

- More detail to come on working with the Council on Virginia's Future
- Your first homework assignment (with the preceding as background and food for thought):

Determine your secretariat's

Top three business priorities

Specifics on how and when to follow



Questions